

Dear Customer...

The City of Manitou Springs has begun a **MANDATORY** program to convert existing water meters to ones that will read via radio signals. This conversion will not only improve the accuracy and efficiency of our process, it will also be more convenient for you. Once the meter is converted, we will be able to read it from the street without entering your property. This new technology provides us with a more efficient way to read your meter and eliminates the traditional meter reader role.

This program is a joint effort by the City of Manitou Springs and Vanguard Utility Service. Vanguard Utility Service will be performing the installation of the new water meters. You will receive a door hanger notifying you when Vanguard Utility Service will be in your neighborhood. This door hanger will also contain a telephone number that you may call to make an installation appointment.

The facts listed below may answer questions you have about the conversion program. Other questions can be answered by the City of Manitou Springs at 685-2579.

- **THERE IS NO CHARGE** for the conversion of your meter.
- No plumbing work is involved.
- The conversion will take approximately **20 MINUTES** (you can save time by clearing any obstructions from around the water meter area before the appointment).
- All Conversion Program representatives will be properly identified with a photo identification card displayed on their outer garment.
- **Refusal to allow the City of Manitou Springs to replace its water metering device can result in termination of service.**

If you cannot keep your scheduled appointment, please arrange for a responsible person to act on your behalf.

YOUR COOPERATION IS IMPORTANT. Please remember that this is a mandatory program and that the entire metering system of the City of Manitou Springs is being replaced.